SENIORS PROGRAMS AND SERVICES

Seniors programs and services

INFORMATION GUIDE

2015 – 2016

Alberta Government

For more information about seniors programs and services, please call:

Alberta Supports Contact Centre

Toll-free anywhere in Alberta: **1-877-644-9992**

Edmonton: **780-644-9992**

Website: **www.seniors.alberta.ca**

Deaf or hearing impaired with TDD/TTY units:

Toll-free anywhere in Alberta: **1-800-232-7215**

Edmonton: **780-427-9999**

The information provided is subject to the provisions of the pertinent Government Acts and Regulations. Changes to programs, services, and office locations may occur after the publication of this booklet.

Permission is granted to reprint this document.

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Income support programs

Provincial Government Programs

Seniors financial assistance programs

The Government of Alberta offers the following financial assistance programs for seniors:

- Alberta Seniors Benefit
- Special Needs Assistance for Seniors
- Dental and Optical Assistance for Seniors
- Seniors Property Tax Deferral program

To apply for Alberta Seniors Benefit, Special Needs Assistance for Seniors, and Dental and Optical Assistance for Seniors, you must complete a Seniors Financial Assistance application form. You need only apply once.

To apply for the Seniors Property Tax Deferral program, you must complete a Seniors Property Tax Deferral application and agreement form.

General eligibility

You are eligible to apply for the seniors financial assistance programs, if you:

- are 65 years of age or older;
- have lived in Alberta for at least three months immediately before applying;

and

- are a Canadian citizen, or have been admitted into Canada for permanent residence (landed or sponsored immigrant)

If you meet all of the above eligibility requirements, your level of assistance will be determined based upon the specific criteria for each program.

Income

The following Seniors Financial Assistance programs are income based:

- Alberta Seniors Benefit
- Dental and Optical Assistance for Seniors
- Special Needs Assistance for Seniors

Your applicable income information is obtained directly from the Canada Revenue Agency, with your consent, and used to determine your eligibility for assistance.

The Seniors Property Tax Deferral program is not income based.

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Alberta Seniors Benefit

The Alberta Seniors Benefit program provides a monthly income supplement to federal income sources including Old Age Security (OAS) and Guaranteed Income Supplement (GIS).

Eligibility for a benefit is determined by:

- the type of accommodation you live in;
- your marital/cohabitation status;
- your income (combined with your spouse/ partner's income if applicable); and
- having lived in Canada for 10 years and receiving the federal OAS pension.

General eligibility

In general, a single senior with an annual income of $26,400 or less, and senior couples with a combined annual income of $43,000 or less, are eligible for a cash benefit. These income levels are guidelines only, and are for seniors whose income includes a full OAS pension.

Special Needs Assistance for Seniors

The Special Needs Assistance for Seniors program provides a lump-sum payment to eligible low-income seniors. This program provides assistance with allowable extraordinary personal expenses. A senior's total annual income and the expense requested are used to determine the amount funded. The maximum assistance available is $5,000 in a benefit year.

Available assistance

Assistance is available for allowable special needs such as appliances, personal and some health expenses.

General eligibility

To be considered for the Special Needs Assistance for Seniors program, you must have applied to the Alberta Seniors Benefit program, or submit a Seniors Financial Assistance application. A single senior with a total combined annual income of $26,400 or less, or a senior couple with a total combined annual income of $43,000 or less may receive assistance.

Dental and Optical Assistance for Seniors

The Dental Assistance for Seniors program provides basic dental coverage, according to an approved benefit schedule, to a maximum of $5,000 every five years.

The Optical Assistance for Seniors program provides assistance, to a maximum of $230, towards the purchase of prescription eyeglasses every three years.

Seniors who receive the Alberta Seniors Benefit are automatically enrolled. The amount of coverage you receive is based on your total annual income.

Continued next page...

General eligibility
To be considered for the Dental and Optical Assistance programs, you must complete the Seniors Financial Assistance application form. A single senior with a total annual income of $31,675 or less, or a senior couple with a total combined income of $63,350 or less, may receive assistance.

How it works
Some service providers will direct bill our benefit administrators for the amount covered by the program, while some service providers may require you to pay the full bill, and then submit a claim to the benefit administrator for reimbursement. To find out how much of your dental/ optical work is covered, and/or to submit a claim, you or your service provider may contact the benefit administrator.

For information about optical claims, or to download a claim form, contact:

Alberta Blue Cross
10009 – 108 Street NW
Edmonton, AB T5J 3C5
Edmonton area-780-498-8000
Calgary area-403-234-9666
Toll-free 1-800-661-6995
Website: www.ab.bluecross.ca/index.php

For information about dental claims, contact:

Alberta Dental Service Corporation
Edmonton area: 780-426-7526
Toll-free: 1-800-232-1997
Fax: 780-426-7581
Website: www.albertadentalservicecorp.com

Seniors Property Tax Deferral Program

The Seniors Property Tax Deferral program allows eligible senior homeowners to defer all or part of their annual residential property taxes through a low-interest home equity loan with the Alberta Government.

General eligibility
To qualify, your home must be your primary residence, where you live most of the time, and you must have a minimum of 25% equity in your home. This means all charges registered against your home in a Land Titles Office cannot exceed 75% of your home's assessed value, as shown on your municipal assessment.

Interest
Interest charges start from the date the program pays your residential property taxes on your behalf to your municipality and end when your loan has been repaid in full. The interest rate is variable and is reviewed every six months in April and October.

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How to apply

To apply for the Seniors Property Tax Deferral program, you must complete a Seniors Property Tax Deferral application and agreement form. You may apply at any time, however, to avoid late penalties, senior homeowners are encouraged to apply as early as possible before their residential property taxes are due. All registered owners must sign the application form.

For more information on provincial government financial assistance programs for seniors, or to request a Seniors Financial Assistance application, contact:

Alberta Seniors
Box 3100
Edmonton, AB T5J 4W3
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **www.seniors.alberta.ca**

Income support for non-seniors

The Government of Alberta provides income support for non-seniors through programs such as Alberta Works and the Assured Income for the Severely Handicapped (AISH) programs.

For more information, contact:

Alberta Supports Contact Centre
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **www.albertasupports.ca**

Federal Government Programs

The Government of Canada administers the Old Age Security Program, Guaranteed Income Supplement, the Allowance and the Canada Pension Plan.

Call toll-free from Canada and the United States:

English: **1-800-277-9914**
French: **1-800-277-9915**
TTY: **1-800-255-4786**
Hours of Operation:
8:30 a.m. – 4:30 p.m.
Website: **www.servicecanada.gc.ca**

Old Age Security Pension

To be eligible for the federal Old Age Security pension (OAS), you must:

- be at least age 65 (you do not need to be retired);
- be a legal resident of Canada; and
- have lived a minimum of 10 years in Canada after the age of 18.

You must apply for this pension. If possible, send in your application six months before your 65th birthday.

Continued next page...

If you are 65 or older and are not covered by the conditions above, you may still qualify for a pension since Canada has social security agreements with many countries. Call Service Canada for information.

Guaranteed Income Supplement

The Guaranteed Income Supplement (GIS) is available to seniors who receive the OAS pension and have little or no other income.

To be eligible for this supplement, you must be a resident of Canada. The amount of the supplement that you receive depends on:

- marital status, and
- total family income in the previous calendar year. If you are married or living common-law, the income of your spouse or common-law partner is included.

The GIS is added to the federal OAS payment each month. An application must be submitted to receive this benefit.

To continue receiving GIS benefits each year, you must submit a renewal form or file an income tax return by April 30. Couples must file separate income tax returns.

Allowance/Allowance for the Survivor

The allowance is paid to the spouse or common-law partner of a senior receiving GIS.

The Allowance for the Survivor is available to widowed spouses or surviving common-law partners who have little or no other income and who are between the ages of 60 and 64.

To be eligible you must:

- be age 60 through 64,
- have lived in Canada a minimum of 10 years after the age of 18,
- not be voluntarily separated or divorced from your spouse or common-law partner, and
- meet legal residence requirements.

The amount of the Allowance depends on a couple's combined income in the previous calendar year.

People who may be eligible for the Allowance should apply six months before their 60th birthday. It may be applied for any time between ages 60 and 64 and can continue until the age of 65.

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To continue receiving the Allowance or Allowance for the Survivor, you must file an income tax return by April 30 each year. If you continue to be eligible, your Allowance or Allowance for the Survivor will automatically be renewed. If you do not file your return, you must complete a renewal form.

Canada Pension Plan

The federal government administers the Canada Pension Plan (CPP). You contribute to the CPP through employment or self-employment. There are different types of CPP benefits. Application forms are available at any Service Canada Centre by calling 1-800-277-9914, or on the website at **www.servicecanada.gc.ca**.

The most applicable CPP benefits for seniors are:

Retirement pension

You may be eligible for a retirement pension if you worked and have made at least one valid contribution to the CPP. The pension may start at age 65 or, as early as the month following your 60th birthday, at a reduced rate.

For details about these changes, please visit the Service Canada website at **www.servicecanada.gc.ca**, or call **1-800-277-9914**.

A spouse, or common-law partner can apply to share CPP retirement pension payments if both are aged 60 or more. Even if only one of you has been a contributor to the CPP, that pension can still be shared. Pension sharing can result in income tax savings.

Survivor benefits

There are three types of survivor benefits.

- The CPP death benefit is a one-time payment to, or on behalf of, the estate of a deceased CPP contributor.
- The survivor pension is a monthly pension paid to the surviving spouse or common-law partner of a deceased contributor.
- The surviving child's benefit is a monthly benefit for dependent children of a deceased contributor. Children must be younger than 18, or if 18 to 25, must be in school full time.

For information on other CPP benefits, call Service Canada toll-free at **1-800-277-9914**, or visit **www.servicecanada.gc.ca**

For the most up-to-date information, please visit the Service Canada website.

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Housing

Provincial Government Programs

Seniors Property Tax Deferral

The Seniors Property Tax Deferral program allows eligible senior homeowners to defer all or part of their annual residential property taxes through a low-interest home equity loan with the Alberta Government. The program is not based on income. Please see pages 6-7 for program details.

Seniors Lodge Program

Lodge accommodation offers single or double bedrooms, meals, housekeeping, recreational opportunities and other services to seniors.

Seniors whose incomes fall within allowable limits, as determined by the local housing management body, and who are functionally independent, with or without the help of existing community based services, may wish to apply for this program. Eligible applicants are prioritized on the basis of need and available units. Community residency requirements may be in place.

Local housing management bodies administer lodges and set the accommodation rates. To assist lower-income residents, each eligible resident must be left with at least $315 per month in disposable income after lodge accommodation costs.

For more information about the Seniors Lodge program, contact:

Alberta Seniors, Housing Division
44 Capital Boulevard
10044 – 108 Street NW
Edmonton, AB T5J 5E6
Edmonton: **780-422-0122**
Website:
www.seniors.alberta.ca/housing/

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Your local housing management body has detailed information about lodges and senior self-contained living in your area. For assistance contacting a housing management body, contact:

Alberta Supports Contact Centre
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **www.albertasupports.ca**

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Seniors Self-Contained Housing

Local housing management bodies provide affordable apartment style accommodations for low-income seniors who cannot afford private sector housing.

Seniors whose income falls within allowable limits and are functionally independent, with or without the help of existing community-based services, may wish to apply for this program through their local housing management body. Eligible applicants are prioritized on the basis of need and unit availability. Rent is based on 30 per cent of a household's adjusted income.

A searchable list of management bodies is available at **http://housing.alberta.ca/522.cfm**

For more information about the Seniors Self-Contained Housing program, contact:

Alberta Seniors
Edmonton: **780-422-0122**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Residential Access Modification Program (RAMP)

Homeowners and tenants (if the landlord agrees) who use a wheelchair (or if 65+, a wheelchair or 4-wheel walker) on an ongoing basis may apply to receive a provincial government grant to assist with modifications that improve wheelchair access into and within their personal residences.

For more information contact:

RAMP
12th Floor Milner Building
10040 – 104 Street NW
Edmonton, AB T5J 0Z2
Phone: **1-877-427-5760**
Email: **hs.ramp@gov.ab.ca**

Finding accommodation

Seniors housing registries

Provincial Seniors Housing Registry
The Alberta Senior Citizens' Housing Association (ASCHA) has a free online provincial housing registry which allows for searches by location, organization, project, support services and application criteria.

For more information

Phone: **780-439-6473**
Website: **www.ascha.com**

Local registries

Housing registries have lists of senior citizens apartments, lodges and management bodies. They can also help you find private accommodation. Housing registries for seniors are located at:

Calgary
Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **403-705-3230**
Website: **www.kerbycentre.com**

Continued next page…

Edmonton
SAGE – Seniors Association
of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: **780-423-5510**
E-mail: info@Mysage.ca
Website: **www.mysage.ca**

Edmonton Aboriginal Senior Centre
Cottage E
10107 134 Avenue NW
Edmonton, AB T5E 1J2
Phone: **780-476-6595**

If a housing registry is not available in your area, contact:

- your local information centre, listed on pages 43-44;
- a Family and Community Support Services Office, listed in your telephone directory; or
- the Alberta Supports Contact Centre, listed on page 13.

Supportive living and long-term care public reporting information

To locate information about supportive living and long-term care accommodations, learn about facilities' compliance with provincial accommodation standards, compare accommodations, and view verified complaints, visit **http://standardsandlicensing.alberta.ca/** or contact the Standards Compliance and Licensing Branch at **780-644-8428**.

For information on long-term care and supportive living, please see pages 25-26 and 35-36.

Landlord and tenant information

The *Residential Tenancies Act* identifies how a landlord or tenant may end a tenancy, how and when rent can be increased, remedies available to landlords and tenants, and security deposit requirements. For more information or to obtain a copy of the tipsheet *Information for Landlords and Information for Tenants*, contact Service Alberta at:

Toll-free: **1-877-427-4088**
Edmonton: **780-427-4088**
Website: **www.servicealberta.ca**

Government Contacts

Alberta Supports

Alberta Supports helps make it easier for Albertans to find information about provincial social based assistance programs, access the services and supports they need, and transition between programs.

Information is provided on Seniors Financial Assistance and other social based assistance programs such as Alberta Works, Assured Income for the Severely Handicapped (AISH) and Alberta Aids to Daily Living (AADL).

There are three ways to access Alberta Supports:

Call:
Alberta Supports Contact Centre
Toll-free: **1-877-644-9992**
Edmonton and area: **780-644-9992**
TDD/TTY Toll-free: **1-800-232-7215**
Edmonton and area: **780-427-9999**
Fax: **780-422-5954**

Office hours are 8:15 a.m. to 4:30 p.m. Monday through Friday. Alberta Supports offices are closed on statutory holidays. Please have your personal health number ready when calling.

Click:
www.albertasupports.ca
for general information on provincial programs and supports

Come in:
Office hours are 8:15 a.m. to 4:30 p.m. Monday through Friday, closed statutory holidays.

Calgary
100, Fisher Park
6712 Fisher Street SE
Calgary, AB T2H 1X3

Edmonton
Argyll Centre
6325 Gateway Boulevard NW
Edmonton, AB T6H 5H6

City Centre (Opening August 2015)
10242 105 St NW
Edmonton, AB T5J 3L5

Fort McMurray
1st Floor, Provincial Building
9915 Franklin Avenue
Fort McMurray, AB T9H 2K4

Continued next page...

Lethbridge
1st Floor, Provincial Building
200 - 5 Avenue South
Lethbridge, AB T1J 4L1

Medicine Hat
1st Floor, Provincial Building
346 - 3 Street SE
Medicine Hat, AB T1A 0G7
***office is closed noon – 1:00pm**

Peace River
1st Floor Midwest Building
9715 100 Street
Peace River, AB T8S 1T4
***office is closed noon – 1:00pm**

Red Deer
2nd Floor, First Red Deer Place
4911 - 51 Street
Red Deer, AB T4N 4V4

Slave Lake
Block 70, Suite 108
1st Floor
Slave Lake Government Centre
and Library
101 - 3 Street SW
Slave Lake, AB T0G 2A0
***office is closed noon – 1:00pm**

St. Paul
1st Floor, Provincial Building
5025 - 49 Avenue
St. Paul, AB T0A 3A4
***office is closed noon – 1:00pm**

Whitecourt
202 Floor, Midtown Mall
5115 49 Street
Whitecourt, AB T7S 1N7
***office is closed noon – 1:00pm**

Seniors Information Services Offices

A walk-in office is located in Edmonton at:

Main Floor, Standard Life Centre
10405 Jasper Avenue NW
Edmonton, AB T5J 4R7

Government of Alberta Contact Centre Toll-free 310-0000

You can reach any provincial government program toll-free by calling the Government of Alberta Contact Centre. Staff are available to answer your questions and direct your calls Monday to Friday, 8:00 a.m. to 6:00 p.m. To use this service anywhere in Alberta, dial **310-0000** and enter the 10 digit provincial telephone number for the program you wish to contact, or dial zero, or stay on the line for assistance.

Example: If you are calling Alberta Health from outside the Edmonton area, dial toll-free **310-0000**, and then **780-427-1432**. (In Edmonton, dial **780-427-1432** directly.)

For toll-free, province wide access from a cellular telephone, enter
#310 (Telus/Bell) or
*310 (for Rogers Wireless).

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Hearing impaired callers only (requires TTY unit):
Toll-free anywhere in Alberta:
1-800-232-7215
Edmonton: **780-427-9999**

Service Alberta Contact Centre

The Service Alberta Contact Centre provides information to consumers about their rights and responsibilities in the marketplace. It also provides information and advice about consumer complaints.

Consumer tipsheets are available, at no charge, by calling the Service Alberta Contact Centre or visiting the department's website. For more information, contact:

Toll-free anywhere in Alberta:
1-877-427-4088
Edmonton: **780-427-4088**
Website: **www.servicealberta.ca**

Government of Canada

Service Canada Call Centre

For information regarding Old Age Security (OAS), Guaranteed Income Supplement (GIS) or Canada Pension Plan (CPP) benefits, contact the Service Canada Call Centre:

English: **1-800-277-9914**
French: **1-800- 277-9915**
TTY: **1-800-255-4786**
Hours of Operation:
8:30 a.m. – 4:30 p.m.
Website: **www.servicecanada.gc.ca**

Service Canada Centres

The federal government has offices throughout the province that you can visit to obtain information about OAS, GIS and CPP benefits. For information about the location nearest you or to book an appointment to see a Service Delivery Agent, call the Service Canada Call Centre.

Contacting your MLA

An online listing of MLAs and contact information is located at
http://streetkey.elections.ab.ca/

Alberta Ombudsman

The Alberta Ombudsman determines administrative fairness. The Office responds to complaints of unfair treatment by Alberta government departments, agencies, professional organizations and the patient concerns resolution processes of health authorities.

The Ombudsman:

- is independent from the government;
- is impartial;
- focuses on fairness;
- is approachable and responsive;
- provides services free of charge; and
- is not an advocacy service.

Continued next page...

An online complaint form is available at: **www.ombudsman.ab.ca**, or contact by phone at:

Edmonton: **780-427-2756**
Calgary: **403-297-6185**
Toll-Free: **1-888-455-2756**

Office of the Public Guardian and Trustee

The Office of the Public Guardian and Trustee (OPGT) offers information and services about substitute decision making for adults that lack mental capacity, including planning for the future with a personal directive and enduring power attorney. The OPGT may act as guardian and/or trustee for adults who lack the capacity to make their own personal and/or financial decisions when there is no other person able, willing, or suitable to take on the role. The OPGT may also administer estates when someone has died and there is no one else to do so. In addition, the OPGT protects the assets of minors (under 18 years) where required by law or where a minor is a beneficiary but there is no trustee named. You can contact the OPGT for more information and help with the decision making options listed below.

Supported Decision Making Authorization

- Adults with capacity can authorize a trusted person(s) to assist them with finding information, making decisions, and communicating their decisions.
- May be helpful for people who face complex decisions or have difficulty communicating their decisions to others.

Co-Decision Making Order

- The adult has some capacity limitations but could make personal decisions with guidance and support from someone else.
- A co-decision making order may be appropriate if the assisted adult has a trusting, cooperative relationship with their co-decision maker(s).

Guardianship and Trusteeship Orders

- Court-appointed substitute decision makers for adults who no longer have the capacity to make personal and/or financial decisions on their own.

Personal Directive

A personal directive is a legal document that allows you to choose someone you trust to make personal decisions on your behalf if, in the future, you lose your ability to do so because of illness or injury. If you prepare this document, there is no need for your family to apply to be your guardian in the event you lose capacity.

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For more information, or to download a personal directive form, visit **http://www.humanservices.alberta.ca/guardianship-trusteeship/personal-directives-how-it-works.html**

Enduring Power of Attorney

An Enduring Power of Attorney is a legal document you can use to appoint someone to make financial and legal decisions on your behalf. A Power of Attorney is "enduring" if it states its power continues after mental incapacity or it can be written to only take effect when mental capacity is lost. If you prepare this document, there is no need for your family to apply to be your trustee in the event you lose capacity.

For more information on the Office of the Public Guardian and Trustee, visit the website **http://www.humanservices.alberta.ca/guardianship-trusteeship/personal-directives-how-it-works.html** , or contact the Office of the Public Guardian and Trustee at:

Northern Alberta

Grande Prairie Office
1501 Provincial Building
10320 99 Street
Grande Prairie, AB T8V 6J4
Phone: **780-833-4319**

Lloydminster Office
Main Floor Provincial Building
5124 50 Street
Lloydminster, AB T9V 0M3
Phone: **780-871-6490**

St. Paul Office
318 Provincial Building
5025 49 Avenue
St. Paul, AB T0A 3A4
Phone: **780-645-6278**

Edmonton Office (Public Guardian)
4th Floor, 108th Street Building
9942 108 Street NW
Edmonton, AB T5K 2J5
Phone: **780-427-0017**

Edmonton Office (Public Trustee)
4th Floor, Brownlee Building
10365 97 Street NW
Edmonton, AB T5J 3Z8
Phone: **780-427-2744**

Central Alberta

Red Deer Office
Room 203, Provincial Building
4920 51 Street
Red Deer, AB T4N 6K8
Phone: **403-340-5165**

Calgary
900 Barclay Centre
444 7 Avenue SW

Calgary, AB T2P 0X8
Phone: **403-297-3364**

Southern Alberta

Lethbridge Office
500 Provincial Building
740 4 Avenue S
Lethbridge, AB T1J 0N9
Phone: **403-381-5648**

Medicine Hat Office
Room 107, Professional Building
346 3 Street SE
Medicine Hat AB T1A 0G7
Phone: **403-529-3744**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Office of the Alberta Health Advocates

As part of the Office of the Alberta Health Advocates, the Seniors' Advocate helps seniors, their families, and their caregivers navigate the health care and continuing care systems and provides information on support programs and services for seniors. It also receives concerns and complaints about these systems and services, and makes referrals to the appropriate channels for resolution.

The Seniors' Advocate will:

- Help seniors and their families understand and access the growing number of seniors' services.
- Request inspections and investigations related to care in seniors' facilities.
- Provide public education on the rights and interests of seniors.

The Health Advocate will:

- Build awareness about the Health Charter and what people can expect from the health system, and their responsibilities.
- Help people navigate the health system.
- Look into situations where people believe their interactions with the health system haven't been consistent with the Health Charter.
- Redirect complaints to existing resolution mechanisms where appropriate.

For more information or to contact the Office of the Health Advocates:

Website:
www.albertahealthadvocates.ca

Edmonton area: **780-422-1812**

Toll-free anywhere in Alberta:
Dial 310-0000 and then the number

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Advanced Care Planning

Advance Care Planning (ACP) is a way to help you think about, talk about and document your wishes for health care. It is a process that can assist you in making healthcare decisions now and for in the future. If there is a time when you are unable to speak for yourself, it is important that your loved ones and your healthcare team understand your wishes for health care. It is important to begin Advance Care Planning conversations before you face a crisis or become seriously ill.

In Alberta, your ACP is documented on a legal document called a Personal Directive. In a Personal Directive you choose an alternate decision maker to be your agent – this person can collaborate with your healthcare team if you are unable to do so. Your agent makes healthcare decisions on your behalf, in keeping with your wishes.

Goals of Care Designations are used by your healthcare providers to describe the general aims of your health care and the preferred location of that care. In a medical emergency, your Goals of Care Designation guides your healthcare team to provide timely care that best reflects your health condition, the treatments that will be of benefit to you, and your own wishes and values. The Goals of Care Designation order is documented on an Alberta Health Services form by your physician or nurse practitioner and is recognized by all healthcare services.

For more information about Advanced Care Planning, talk to your healthcare provider or visit **www.conversationsmatter.ca**

Utilities Consumer Advocate

The Utilities Consumer Advocate (UCA) represents the interests of Alberta's residential, farm, and small business electricity and natural gas consumers. The UCA works to ensure consumers have the information, representation, and protection they need to help them make informed choices in Alberta's deregulated electricity and natural gas markets.

The UCA's mediation team is available to answer consumer's questions and provide detailed advice and information about the electricity and natural gas industry. Common topics include contracts, billing, and distribution fees to name a few. When consumers have exhausted known avenues of issue resolution, the UCA will investigate and mediate concerns with utility companies.

Contact the UCA:

In Alberta: **310-4UCA (310-4822)**
Outside of Alberta: **780-644-5130**
Email: UCAhelps@gov.ab.ca
Address: Suite 1701, TD Tower,
10088-102 Avenue NW
Edmonton, AB T5J 2Z1

Health services

Alberta Health Care Insurance Plan

Eligibility

You must be registered for Alberta Health Care Insurance Plan (AHCIP) coverage to receive insured hospital and physician services.

Coverage is provided to eligible residents of Alberta who meet the following criteria:

- Legally entitled to be or to remain in Canada and makes his/her permanent home in Alberta;
- Committed to being physically present in Alberta for at least 183 days in a 12 month period;
- Not claiming residency or obtaining benefits under a claim of residency in another province, territory or country;
- Any other person deemed by the regulations to be a resident not including a tourist, transient or visitor to Alberta.

Detailed information on applying for AHCIP coverage is available on the Alberta Health website at **www.health.alberta.ca**

Basic coverage includes:

- full coverage for medically necessary insured services provided by physicians according to the Schedule of Medical Benefits;
- medically necessary oral and maxillofacial surgical procedures and some specific dental procedures performed by an oral surgeon or dentist according to the Schedule of Oral and Maxillofacial Surgery Benefits;
- some foot care services if provided in Alberta by a podiatrist. Benefits are limited for each service and payable according to the Schedule of Podiatry Benefits to a maximum payable per benefit year* of $250 (check with podiatrist prior to treatment);
- a podiatric surgery program that provides full coverage for medically necessary services provided by a podiatric surgeon in an Alberta hospital or non-hospital surgical facility under contract with Alberta Health Services according to the Schedule of Podiatric Surgery Benefits;
- some optometry services, if provided in Alberta. Benefits are limited to one complete exam, one partial exam and

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one diagnostic procedure per benefit year*;
- an operator's license medical examination for people 74.5 years of age and over;
- Some publicly funded physiotherapy services are provided through Alberta Health Services (AHS) Ambulatory Community Physiotherapy program. The physiotherapist determines the number of treatments to be publicly funded based on the client's presenting condition or injury. For more information, please contact Alberta Health Services through Health Link:

  Edmonton: **780-408-5465**
  Calgary: **403-943-5465**
  Toll-free for anywhere in Alberta: **1-866-408-5465**.

  * The benefit year for the Alberta Health Care Insurance Plan is from July 1 to June 30.

For details on basic coverage and services covered outside Alberta, contact Alberta Health.

Uninsured Services

The AHCIP provides full coverage for medically necessary insured services provided by physicians. However, uninsured services, such as the copying and transfer of medical records from one physician to another, are not covered. You can expect to pay the full fee for uninsured services and must be informed of this by your physician before the service is provided.

- The AHCIP is not a dental plan and as such it does not cover services such as office visits, x-rays, splints, models, orthodontic treatments, dentures and other dental services.
- Podiatrists may bill residents an amount in addition to the amount payable by the AHCIP.
- Patients are also responsible for the full cost of any uninsured services, including medical and surgical appliances, supplies and facility fees when provided in a podiatrist's clinic.

Some services not covered by the AHCIP may be covered by other government sponsored or private supplementary health insurance.

Hospital services

Alberta Health provides funding to Alberta Health Services for in-patient and outpatient hospital services. These services are not funded if obtained in a private facility. When you are admitted to an acute care hospital in Alberta for insured services, you will receive standard ward care, meals, nursing and other services while you are a patient in the hospital.

If you request a private or semi-private hospital room, a room charge may be applied by the hospital, unless a physician

Continued next page...

indicates it is medically required. You may be able to purchase coverage for these charges from some private insurers. See page 31 for information on private insurers.

For more information about coverage for hospital services, contact Alberta Health Services through Health Link:

Edmonton: **780-408-5465**
Calgary: **403-943-5465**
Toll-free for anywhere in Alberta:
1-866-408-5465

Temporary absence from Alberta

Individuals must be physically present in Alberta for at least 183 days in a 12-month period to remain eligible for coverage from the AHCIP.

Recurring absence from Alberta

You may remain eligible for AHCIP coverage if, on a recurring basis, you are absent from Alberta for up to 212 days in a 12-month period for the purpose of vacation.

- Contact Alberta Health before you leave to ensure your coverage under the AHCIP remains current.

Alberta Health covers only some limited physician and hospital expenses outside Alberta. It is strongly recommended that Alberta residents carry private supplementary insurance when travelling outside of Alberta to cover unforeseen emergency care and transportation, as these costs may be significant.

Please see the Health Coverage Outside Alberta Brochure, available at **www.health.alberta.ca** for more details on coverage and claim guidelines.

For details on temporary absence and extensions of coverage and services covered outside of Alberta, contact Alberta Health:

By mail:
Alberta Health
Box 1360 Stn Main
Edmonton, AB T5J 2N3

By telephone:
Edmonton: **780-427-1432**

Outside the Edmonton area, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Website: **www.health.alberta.ca**

Dental and Optical Assistance for Seniors

Dental Assistance for Seniors

The Dental Assistance for Seniors program provides basic dental coverage to a maximum of $5,000 per eligible senior, every five years.

Optical Assistance for Seniors

The Optical Assistance for Seniors program provides assistance of up to $230 per eligible senior, towards the purchase of prescription eyeglasses every three years.

Please see pages 5-6 for program details.

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Alberta Aids to Daily Living (AADL)

The Government of Alberta offers the Alberta Aids to Daily Living (AADL) program which assists Albertans with a long-term disability, chronic illness or terminal illness in maintaining independence in their communities through the provision of basic medical equipment and supplies to meet their clinically assessed needs.

You may be eligible for AADL benefits if you meet the following criteria:

- are an Alberta resident;
- have a valid Alberta Personal Health Number; and
- requires benefits due to a long-term disability, chronic illness or terminal illness. Long-term and chronic are defined as six months or longer.

An assessment by an AADL authorizer or specialty assessor determines the clinical need for medical equipment and supplies that an Albertan may be eligible for through this program. This may be a nurse, physical therapist, occupational therapist, respiratory therapist, audiologist or other health care professional who may work in a community health care centre, hospital, long-term care centre, home care program or private practice. Please contact Alberta Health Services to locate an AADL authorizer and consult the vendor lists on the AADL website to locate an AADL specialty assessor.

Note: Medical doctors are not authorizers and do not determine eligibility.

How does the program work?
AADL is a cost-share program. You pay 25 per cent of the cost of program benefits to a maximum of $500 per individual/family, per benefit year (July 1 to June 30). If you choose an upgraded item, you are also responsible for paying any additional amount.

Low-income Albertans, below qualifying income thresholds, are exempt from cost-sharing. Your authorizer or local community health care centre will have a Cost-Sharing Exemption Application for you to complete and submit to the address on the form.

If you are exempt from cost-sharing, your authorizer and vendor will be notified through the AADL system. If you choose an upgraded item, you are responsible for paying any additional costs regardless of cost-share status.

What is covered?
Only certain medical equipment and supplies are provided. You must be assessed and authorized for AADL benefits before you receive them. AADL cannot refund clients who purchase their own medical equipment and supplies before being assessed and authorized for equipment and supplies. Equipment and

Continued next page...

supplies must be purchased from an AADL approved vendor within the province of Alberta, unless otherwise specified.

The program does not provide coverage for canes, reachers, foot orthotics, eyeglasses, prescription drugs, dental care or dentures.

Hearing aids

Hearing aids are provided to seniors and their dependants through AADL registered suppliers only, and cost-sharing applies. When visiting a hearing aid supplier, please ensure that they are registered with AADL as a vendor.

For more information about registered vendors, contact:

Alberta Aids to Daily Living
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **http://www.health.alberta.ca/services/aids-to-daily-living.html**

Benefit information:

- If you are a cost-share client, AADL contributes $900 towards one hearing aid only. If you are exempt from cost sharing, AADL will contribute up to $1,200 per affected ear. This does not include upgrades. If a more expensive hearing aid is purchased, you are responsible for the difference.
- With prior approval, AADL will provide a personal listening device instead of a hearing aid.
- Replacement of batteries is at your own cost.
- AADL will assist with the invoice cost of factory repairs for the hearing aid once per benefit year after the original purchase warranty expires.
- Minor servicing and additional fees charged by the hearing aid practitioner are at your own cost.

Medical/surgical supplies, prosthetics, orthotics, footwear, mobility and respiratory equipment

An AADL authorizer or specialty supplier must assess your need for equipment and supplies and complete an authorization form. Some items may require a physician's prescription.

Program authorizers or specialty suppliers have complete lists of all items provided through AADL. A maximum number of benefits are available each year. For details on specific supplies and equipment, covered by AADL, contact Alberta Health Services or:

Alberta Aids to Daily Living
10th Floor, Milner Building
10040 104 Street
Edmonton AB T5J 0Z2
Toll-free anywhere in Alberta:
1-877-644-9992
Edmonton: **780-644-9992**
Website: **http://www.health.alberta.ca/services/aids-to-daily-living.html**

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Alberta Blue Cross

Coverage for Seniors

Alberta Health provides premium-free coverage for health-related services not covered by the Alberta Health Care Insurance Plan through Alberta Blue Cross *Coverage for Seniors*. This coverage is available to all Albertans 65 years of age and older and their eligible dependants. *Coverage for Seniors* starts the first month after you turn 65.

Once you are registered with Alberta Health and your date of birth has been validated, you will be sent an Alberta Blue Cross card. To receive services, you must show your card.

Coverage for Seniors uses the same benefit year as Alberta Health – July 1 to June 30.

Ambulance services

Ambulance services refer to transportation to or from a public or general, active treatment hospital. You must be ill or injured and transported in a ground vehicle licensed under the *Ambulance Services Act*. *Coverage for Seniors* will pay up to the maximum rate set by Alberta Health.

Note: Inter-facility transfers are not covered under Alberta Blue Cross *Coverage for Seniors*. Inter-facility transfers are covered by Alberta Health Services.

Prescription drugs

Alberta Health covers 70 per cent of the cost of prescription drugs listed in the *Alberta Drug Benefit List*. You pay the other 30 per cent, up to a maximum of $25 per prescription or refill. The pharmacy bills Alberta Blue Cross directly.

Note: If an interchangeable (i.e. generic) drug product is available, *Coverage for Seniors* will pay the least-cost alternative price.

Purchase only the medicine you need, in quantities you will use. The maximum prescription quantity is a 100-day supply. It is best to be stabilized on the drug dose before getting this quantity. A pharmacist cannot dispense a larger quantity without pre-authorization from Alberta Blue Cross. If you plan to travel outside Alberta and need medication for more than 100 days, talk to your pharmacist at least two weeks before your departure. This will give your pharmacist enough time to obtain authorization.

Coverage for Seniors also provides coverage for services received in other parts of Canada or outside the country. You may be asked to pay for these services at the time they are provided. To be reimbursed, send Alberta Blue Cross a completed and signed Alberta Blue Cross health claim form, with receipts attached. Benefits for services received out-of-country are paid in Canadian funds according to approved Alberta benefit rates.

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Diabetic Supplies

Coverage for Seniors provides diabetic supplies for insulin-treated diabetics only, up to a maximum of $600 per eligible person each benefit year for diabetic supplies purchased from a licensed pharmacy. Diabetic supplies include needles, syringes, lancets and blood glucose and urine testing strips.

Chiropractic Services

Up to $25, per visit to a maximum of $200, per person each benefit year, for services provided by a chiropractor who is lawfully entitled to practice.

Clinical Psychological Services

Up to $60 per visit, to a maximum of $300 per family each benefit year, for treatment of mental or emotional illness by a registered chartered psychologist.

Home Nursing Care

Coverage up to $200, per family each benefit year, for nursing care provided in the patient's home by written order of a physician. Home nursing care must be provided by a registered nurse or licensed practical nurse who is not a relative of the patient.

For more information about Alberta Blue Cross, visit their website at **www.ab.bluecross.ca** or contact your nearest Alberta Blue Cross Office.

Alberta Blue Cross Offices

Calgary
Main Floor
715 5 Avenue SW
Calgary, AB T2P 2X6
Phone: **403-234-9666**

Edmonton
Blue Cross Place
10009 108 Street NW
Edmonton, AB T5J 3C5
Phone: 7**80-498-8000**

Grande Prairie
108, 10126 120 Avenue
Grande Prairie, AB T8V 8H9
Phone: **780-532-3505**

Lethbridge
470 Chancery Court
220 4 Street S
Lethbridge, AB T1J 4J7
Phone: **403-328-1785**

Medicine Hat
95 Carry Drive Plaza
105 Carry Drive SE
Medicine Hat, AB T1B 3M6
Phone: **403-529-5553**

Red Deer
103 Elements at Rivers Edge
5002 55 Street
Red Deer, AB T4N 7A4
Phone: **403-343-7009**

People living outside these areas can call toll-free:
1-800-661-6995 (Customer services)
1-800-394-1965 (Individual plans)

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Continuing care services

Alberta's continuing care system provides Albertans with the health, personal care and accommodation services they need to support their independence and quality of life. Continuing care services are provided in three streams:

- home living;
- supportive living; and
- facility living.

Each stream can provide clients with a broad range of health and personal care, accommodation and hospitality services.

In addition, Alberta Health Services may be able to offer various models of care within these streams. This may include: group homes; special centres for individuals with dementia; transitional living settings; and various types of seniors' day programs. Individuals who receive publicly-funded health services through Alberta Health Services will undergo a needs assessment to determine their care and service needs.

Home living/home care services

The home living stream is designed to support individuals living in their own homes, apartments, condominiums or other independent living options that require care.

Alberta Health Services is responsible for assessing clients and providing the home care services necessary to meet the unmet needs of individuals, of all ages who have varying degrees of short and long-term illness and/or disability.

Individuals can access home care services through self-referral or a referral made by friends, family, health care providers or other community agencies acting on their behalf.

Assessed home care services provided at no charge include professional case management, professional health care, personal care, caregiver support and respite care. Client charges may apply to the provision of assessed home and community support services.

Supportive living

Supportive living combines accommodation services with other supports and care. Supportive living services are designed to assist individuals in maintaining a level of independence. Supportive living is not intended for individuals who have complex health care needs.

In addition to providing a place to live, services in supportive living accommodations can include meals, housekeeping and social activities. Supportive living residents may receive home care services.

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In order to access some supportive living options, individuals may need to undergo an assessment by Alberta Health Services staff.

More information on supportive living is available online at

Website: **www.health.alberta.ca**

Outside the Edmonton area, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Alberta Senior Citizens' Housing Association (ASCHA)
Phone: **780-439-6473**
Website: **www.ascha.com**

Calgary
Kerby Centre
Phone: **403-265-0661**
Website: **www.kerbycentre.com**

Edmonton
Seniors Association of Greater Edmonton (SAGE)
Phone: **780-423-5510**
Website: **www.mysage.ca**

Facility living/long-term care centres

Long-term care facilities provide support to individuals who require 24/7 nursing support to meet medical needs associated with chronic disease or frailty. As part of the continuing care system, long-term care facility living provides room and board in a secure living arrangement along with personal care and support with activities of daily living.

All long-term care facilities across Alberta are operated by or under contract to Alberta Health Services. Some may be stand alone buildings; some may be in sites where a range of services are provided.

Health services provided in long-term care facilities are publicly funded under the following conditions:

- you must be eligible for registration with the Alberta Health Care Insurance Plan;
- you must have lived in Alberta for three consecutive years at any time previously; or
- you must have lived in Alberta for one year immediately prior to applying; and
- you must have been a resident of Canada for 10 years or more.

Residents of long-term care facilities do not pay for:

- prescription drugs as prescribed by a physician or ambulance services when the transfer is to or from a hospital.

Individuals living in long-term care facilities are responsible for paying accommodation charges for housing and hospitality services. Charges may vary according to the type of room. Charges change periodically. The rates as of July 1, 2015 are:

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- $51.10/day for standard accommodation (three or four beds in one room)
- $53.85/day for semi-private accommodation (two individuals in one room)
- $62.25/day for private accommodation

Low-income seniors may be eligible for financial assistance through the Alberta Seniors Benefit program.
For information, call **1-877-644-9992** or visit **www.seniors.alberta.ca**.

A person's need for long-term care facility services is assessed by a healthcare professional from Alberta Health Services (AHS). Anyone can request an assessment. Once a request is made, an AHS Case Manager will meet with the person and discuss the situation. If a long-term care facility is determined to be the best support to meet the identified needs, AHS staff will work with the Case Manager, the individual and family to find the site that would best meet client's needs. AHS' goal is to make sure individuals get the right services in the right place in a timely manner.

For more information about long-term care accommodations, contact Alberta Health Services.

Alberta Health Services

For information on the locations and the range of programs and services available, contact Alberta Health Services.

South Zone
110 200 4 Avenue SW,
Lethbridge, AB T1J 4E1
403-388-6009 or 403-388-6391

Or

666 5 Street SW
Medicine Hat, AB T1A 4H6
403-529-8000

Calgary Zone
10101 Southport Road SW
Calgary, AB T2W 3N2
403-943-1111

Central Zone
43 Michener Bend
Red Deer, AB T4P 0H6
403-341-8622
Toll Free 1-800-752-8957

Edmonton Zone
1J2 Walter Mackenzie Centre
8440 112 Street NW
Edmonton, AB T4V 1Y8
780-407-8822

North Zone
9732 100 Avenue
Westlock, AB T7P 2G3
780-349-8705

Or visit **https://myhealth.alberta.ca**

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Health Link Alberta

Health Link Alberta is a toll-free telephone advice and health information service answered by registered nurses, 24 hours a day, seven days a week. You can call Health Link from anywhere in the province by dialing **811 or 1-866-408-LINK (5465)**.

Day support programs and day hospitals

Day support programs are group programs that individuals may attend on a daily basis. They are intended as an alternative to admission to an acute care hospital or long-term care facility for people who are frail and/or disabled, and those who need health maintenance, rehabilitation and social or recreational activities. The programs take place in a variety of settings.

To find out if there is a day support program or a day hospital in your community, contact Alberta Health Services.

Geriatric assessment and rehabilitation programs

Specialized geriatric assessment and rehabilitation programs are offered in several communities. For information, contact Alberta Health Services. See page 29 for contact information.

Mental health services

A variety of mental health services are available to Albertans of all ages. These include mental health information and education, assessment, counselling, treatment and follow-up services.

For more information, contact Alberta Health Services or the Alberta Mental Health Help Line at **1-877-303-2642**.

Public health services

Public health services are available to all Albertans through Alberta Health Services. These may include:

- immunization against diseases such as influenza;
- health education and counselling;
- nutrition education;
- dental hygiene education;
- sexual health education and counselling; and
- speech-language pathology services.

Information, phone numbers and addresses for public health services in your area are available by contacting Alberta Health Services (page 29).

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Private Health Insurers

Private health insurance companies offer health benefit plans to complement existing seniors health benefits sponsored by the Government of Alberta. These insurance plans offer a range of benefits. For more information, contact the Canadian Life and Health Insurance Association toll-free at **1-800-268-8099** or visit their website at **https://www.clhia.ca**.

Community agencies

Seniors Advisory Council for Alberta

The Seniors Advisory Council for Alberta is a government appointed body made up of representatives from across the province.

Members of the Seniors Advisory Council for Alberta consult with seniors and seniors' organizations to gather Albertans' suggestions and feedback. Through these interactions, the Council provides advice to the government on legislation and policies affecting seniors and the coordination of programs and services for seniors.

To share your comments or to meet with Council members, contact:

Seniors Advisory Council for Alberta
Phone: **780-422-2321**
Fax: 780-422-8762
E-mail: saca@gov.ab.ca
Website: **www.seniors.ab.ca**

In all other areas of the province, call the Government of Alberta Contact Centre at 310-0000 to be connected toll-free.

Funding opportunities

Provincial Grants

Every day, non-profit Alberta Lottery Fund and charitable organizations in Alberta help to make a positive difference for many people. The Alberta Lottery Fund enhances quality of life by reinvesting gaming revenues in communities to support volunteer organizations and their community initiatives. The Government of Alberta has several grant programs and foundations that assist these groups in their efforts.

Funding may be available through:

Community Initiatives Program
Toll-free: **1-800-642-3855**

Community Facility Enhancement Program
Toll-free: **1-800-642-3855**

Alberta Historical Resources Foundation
Edmonton: **780-431-2305**

Alberta Foundation for the Arts
Edmonton: **780-427-9968**

Alberta Sport Connection
Edmonton: **780-415-1167**

For more information about these and other available grant programs, go to:

www. culture.alberta.ca/grantprograms

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In other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Federal grants

New Horizons for Seniors Program
The New Horizons for Seniors Program (NHSP) is a federal grants and contributions program that supports projects led or inspired by seniors who want to make a difference in the lives of others and in their communities. For more information, contact:

English: **1-800-277-9914**
French: **1-800-277-9915**
TTY: **1-800-255-4786**
Website: **www.hrsdc.gc.ca**

For questions on New Horizons for Seniors, select "0" to speak with an agent.

Family and Community Support Services (FCSS)

Under FCSS, communities design and deliver social programs that promote and enhance well-being among individuals, families and communities. These provincial/municipal/Métis Settlement programs are available in most parts of Alberta and provide information, funding and assistance with the development of community-based preventive social programs, including services for senior citizens.

In some communities, FCSS assists seniors by offering home support services, information and referral, and outreach programs. For information, contact the FCSS or Community Services office listed in your local telephone directory.

Meals on Wheels

Meals on Wheels is a non-profit organization that provides home delivered, low-cost meals to seniors, shut-ins and those with mental or physical disabilities. These services are available in many areas of Alberta. For information about Meals on Wheels, refer to your local telephone directory or contact Alberta Health Link by dialling **811 or 1-866-408-LINK (5465).**

Money Mentors

Money Mentors is the only Alberta-based, not-for-profit credit counselling agency. Through a number of services, help is provided to families and individuals to recover from financial crisis and move forward. Services offered include credit counselling, money coaching, retirement planning and financial literacy.

To learn more or to book your free Financial Needs Assessment, please call **1-888-294-0076** or visit the website at **www.moneymentors.ca**

Protecting you and your information

Privacy legislation

Personal information that you provide to the Government of Alberta, or any public body, is protected under the *Freedom of Information and Protection of Privacy (FOIP) Act*.

The FOIP act aims to strike a balance between the public's right to know and the individual's right to privacy, as those rights relate to information held by public bodies in Alberta.

The FOIP act gives you the right to access information about you. If you want to make a request for a copy of your personal information, you must fill out a FOIP request form from **www.servicealberta.ca/foip/making-a-foip-request.cfm** and submit it to the public body holding your information.

For more information, you can contact the FOIP office at 780-422-5111.

The Health Information Act protects health information held by custodians and the *Personal Information Protection Act* protects personal information held by private sector organizations. More information may be found at the Information and Privacy Commissioner's website at **www.oipc.ab.ca**, or by calling **780-427-8089**.

Elder abuse

Elder abuse is any action or inaction by self or others that jeopardizes the health or well-being of any older adult. It is divided into six categories: physical, emotional, financial, sexual, medication abuse or neglect. It may include the infliction of physical injury, restraint, exploitation, threats, ridicule, humiliation, forced isolation, or forced change in living arrangements. It may also include neglect; that is, the refusal or failure to care for an older person whether intentional or unintentional.

The following is a list of resources you can call if you are a senior experiencing abuse or you know a senior that may be being abused.

NOTE: If you suspect a crime has been committed or that someone is in immediate danger call your local police or RCMP.

Alberta Family Violence Info Line
24 hours Toll-free **310-1818**
Service provided in more than 170 languages.

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Calgary Elder Abuse Resource Line
Phone: **403-705-3250** (24 hours)

Edmonton Seniors Abuse Help Line
Phone: **780-454-8888** (24 hours)

Grande Prairie-Seniors Outreach Information and Resources
Phone: **780-539-6255**

Lethbridge Elder Abuse Response Network
Phone: **403-320-2222 (ext 25)**

Medicine Hat Community Response to Abuse and Neglect of Elders (CRANE)
Phone: **403-529-4798** (24 hours)

Red Deer Helping Elder Abuse Reduction (H.E.A.R.)
24-Hour Seniors Abuse Resource Information Line
Phone: **403-346-6076** (local)
Toll-free **1-877-454-2580**

Alberta Elder Abuse Awareness Network (AEAAN)
The Alberta Elder Abuse Awareness Network is a province-wide network of professionals dedicated to preventing elder abuse by increasing community awareness around elder abuse and the resources available to address it.

More information about the Alberta Elder Abuse Awareness Network is available on the website at **www.albertaelderabuse.ca** or **www.seniors.alberta.ca**

Health Link Alberta
Dial **811 or 1-866-408-5465** (24 hours)
Provides telephone advice and information on health related topics.

Protection for Persons in Care

The Protection for Persons in Care office addresses reports of abuse and administers the *Protection for Persons in Care Act*. This act promotes the safety and well-being of adult Albertans who receive care or support services from publicly funded service providers. The act requires that all service providers protect clients from abuse and maintain a reasonable level of safety. The act also requires that all abuse be reported. A complaints officer reviews every allegation reported to Protection for Persons in Care.

The Protection for Persons in Care office responds to reports of abuse of adults receiving care or support services from publicly funded service providers. This includes: hospitals, seniors' lodges, nursing homes, mental health facilities, shelters and other supportive living settings.

To report abuse, call the Information and Reporting Line at **1-888-357-9339**
8:15 a.m. – 4:30 p.m., Monday to Friday.

For more information,
call the number above or visit
http://www.health.alberta.ca/services/protection-persons-care.html

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Continuing Care Health Services Standards

The Continuing Care Health Services Standards apply to all publicly-funded continuing care health services regardless of whether they are provided directly by, or under contract to, Alberta Health Services.

Alberta Health is responsible for ensuring that health service standards are met. These standards apply where publicly-funded health care is provided, namely by home care providers and facility operators.

If you have concerns about the quality of health services provided through home care or in a publicly funded long-term care facility, raise them first with the provider and Alberta Health Services. See page 29 for contact information.

For more information on the health service standards and their enforcement, contact:

Alberta Health
Attn: Standards Compliance and Licensing Branch
PO 1360, Station Main
Edmonton AB T5J 2N3
Phone: **780-644-8428**

In all other areas, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.
Website: **www.health.alberta.ca**
E-mail: ASAL@gov.ab.ca

Supportive living and long-term care accommodation standards

The Government of Alberta ensures that supportive living and long-term care facilities meet accommodation standards set by the government. These standards cover services like meals, housekeeping and building maintenance. They help ensure that quality accommodation and related services are being provided to residents throughout the province. This is done by licensing supportive living accommodations and monitoring long-term care facilities for their compliance with the standards.

Supportive living and long-term care public reporting

The Government of Alberta has an online public reporting site for Albertans to use to see how individual supportive living and long-term care accommodations comply with the accommodation standards.

The public reporting site provides easy access to up-to-date information on each supportive living and long-term care accommodation, including:

- location and contact details;
- compliance with accommodation standards;
- supportive living licence status – accommodations with a full licence have complied with all accommodation standards. Accommodations with a conditional licence have a compliance

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action plan in place to meet all accommodation standards by a specified date; and
- verified complaints listed for three months after have they have been resolved.

For more information about the public reporting site or the supportive living accommodation standards and licensing, contact:

Standards Compliance and Licensing Branch
Standards Compliance and Licensing Branch
PO 1360, Station Main
Edmonton AB T5J 2N3
Phone: **780-644-8428**
E-mail: ASAL@gov.ab.ca
Website: **www.health.alberta.ca**
Public reporting site:
http://standardsandlicensing.alberta.ca

In all other areas, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

If you have concerns about the quality of accommodations in supportive living or long-term care facility, raise them first with the provider. If you are not satisfied, you can contact the accommodation complaint line toll-free at **1-888-357-9339**.

If you have a question or concern about the fairness of how your complaint was addressed, you can contact the Alberta Ombudsman — see page 15.

Alberta Human Rights Commission

The Alberta Human Rights Commission administers the *Alberta Human Rights Act*, which protects people in Alberta from discrimination. The Commission provides free, confidential information, a complaint resolution service, and education programs and services that educate and engage Albertans and Alberta organizations on human rights, diversity, and rights and responsibilities under Alberta's human rights law. For more information, contact:

Alberta Human Rights Commission
Edmonton Confidential
Inquiry Line: **780-427-7661**
Calgary Confidential
Inquiry Line: **403-297-6571**

To call toll-free within Alberta,
dial **310-0000** and then enter the area code and phone number.
E-mail: humanrights@gov.ab.ca
Website: **www.albertahumanrights.ab.ca**

TDD/TTY Service
Edmonton: **780-427-1597**
Calgary: **403-297-5639**
Toll-free: **1-800-232-7215**

Continued next page…

Service Alberta

Service Alberta provides advice, tipsheets and information about a wide range of topics including

- Fraud awareness
- Consumer information
- Landlord and tenants
- Driving and vehicles
- Birth/death /marriage certificates
- Land titles

For more information, visit the website **www.servicealberta.ca** or call

Service Alberta Contact Centre
Edmonton: **780-427-4088**
Toll-free: **1-877-427-4088**

Alberta Securities Commission

The Alberta Securities Commission (ASC) provides free, impartial information on investing and how to help you protect your money from investment fraud. You can call the ASC or visit the website to check out an individual or firm offering you an investment (e.g.; whether they are registered and if they have any disciplinary history), or to make a complaint against an individual or company if you think you have been a victim of investment fraud, or approached with an investment opportunity that may be fraudulent. You can also request free information on the following topics and more:

- Investments
- Recognizing frauds and scams
- Cold calls/ Boiler room scams
- Internet scams
- Investing basics
- Investment ads
- Investment seminars
- Choosing and working with a financial advisor

For more information, contact the ASC:

Alberta Securities Commission
Toll-free: **1-877-355-4488**
Email: **inquiries@asc.ca**
www.albertasecurities.com or
www.checkfirst.ca

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Transportation

Bus passes

Communities may offer people who are 65 years of age and over a bus pass at a reduced cost. You must supply proof of age when applying and may be asked to supply income information.

For information about public transportation and bus passes, contact your municipality.

Seniors driving services

Many communities offer driving services for seniors. Volunteers will drive seniors to destinations such as doctor appointments, shopping centres, or social outings. There is often a minimal fee. Private services are also often available. For more information about seniors driving services, contact your local information centre (see pages 43-44) or the Family and Community Support Services office listed in your telephone directory.

Alberta Transportation

The Driver Fitness and Monitoring Section of Alberta Transportation is responsible for making decisions relating to a person's medical and/or physical fitness to drive. Medical reports are required upon renewal of an operator's licence at age 75, 80 and every two years thereafter. The Alberta Health Care Insurance Plan will pay for medical exams for motor vehicle operators who are 74 years and six months of age and over.

For more information about transportation items of interest contact:

Alberta Transportation
Driver Fitness and Monitoring
Main Floor, 4999 – 98 Avenue NW
Edmonton, AB T6B 2X3
Phone: **780-427-8230**
Website: **www.transportation.alberta.ca**

In all other areas of the province, call the **Government of Alberta Call Centre** at **310-0000** to be connected toll-free.

Continued next page…

Alberta Motor Association: Driving Angel Program

The Alberta Motor Association's Driving Angel program partners with communities to recognize and thank volunteer drivers. These volunteers provide transportation to seniors who may otherwise have difficulty getting to appointments, to buy groceries or to visit a friend.

This program also recognizes excellent customer service to seniors by other transportation providers such as taxi or bus drivers and other driving services.

For more information on this program or to nominate a Driving Angel, visit **www.ama.ab.ca/AgingDrivers.**

Alberta Motor Association
Aging Drivers and Senior's Transportation Advocacy and Community Services
Phone: **780-430-4856**
Website: **www.ama.ab.ca/AgingDrivers**

Parking placards for persons with disabilities

Persons who cannot walk 50 metres can apply for a parking placard or a disabled license plate. This service is provided through Alberta Registry Agents. For information about applying for a placard, check your Yellow Pages under License and Registry Services or online at **www.servicealberta.gov.ab.ca.**

For more information, contact a motor vehicle specialist at the **Government of Alberta Contact Centre** by dialing **310-0000** and entering **780-427-7013**.

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Congratulatory messages for seniors

Message from the Queen

On request, messages may be arranged for 60th wedding anniversaries and 100th birthdays and then every five years thereafter. If no message was previously received, one may be sent for a 61st anniversary or a 101st birthday. A copy of a marriage certificate, birth certificate or other supporting document must accompany each request. Supporting documents include your Old Age Security number, a dated newspaper clipping acknowledging a previous anniversary (50th), or a letter from a parish minister, rabbi or priest certifying the date of the wedding or birth.

For contact information, see *Message from the Governor General of Canada*.

Message from the Governor General of Canada

On request, messages may be arranged for 50th wedding anniversaries and 90th birthdays, and then every five years thereafter. If no message was previously received, one may be sent for a 51st anniversary or a 91st birthday.

Ensure your request is provided to the Governor General's office at least eight weeks before the occasion. For more information contact:

Your Member of Parliament (MP)

Or

Office of the Secretary to the Governor General
Anniversaries Section
Rideau Hall
1 Sussex Drive
Ottawa, ON K1A 0A1
Phone: **1-613-993-2913**
Fax: 1-613-990-7636
Email: anniv@gg.ca
Website:
http://archive.gg.ca/gg/02/index_e.asp

Continued next page...

Message from the Prime Minister of Canada

On request, the Prime Minister sends congratulatory letters and certificates to Canadians celebrating a significant birthday or wedding anniversary.

Congratulatory letters are available for:

- 25th, 30th, 35th, 40th and 45th wedding anniversaries
- 65th and 70th birthdays

Congratulatory certificates are available for:

- 50th wedding anniversaries and up
- 75th birthdays and up

To request a certificate or letter from the Prime Minister, ensure your request is provided to the Prime Minister's office at least six weeks prior to the special date. For more information contact:

Congratulatory Messages
Office of the Prime Minister
Room 105, Langevin Block
Ottawa, ON K1A 0A2
Phone: **1-613-941-6880**
Fax: 1-613-941-6901
E-mail: pm@pm.gc.ca
Website: **http://pm.gc.ca/**

Message from the Premier of Alberta

A scroll may be requested for a 75th birthday and every five years thereafter to age 95; and may be requested yearly thereafter. A scroll may be requested for a 25th wedding anniversary and every five years thereafter, and every year after the 65th wedding anniversary.

To request a scroll or letter from the Premier, ensure your request is provided to the Premier's office at least five weeks before the special birthday or anniversary.

For more information, contact:

Your Member of the Legislative Assembly (MLA)

Or

Office of the Premier of Alberta
Room 307, Legislature Building
10800 – 97 Avenue NW
Edmonton, AB T5K 2B7
Phone: **780-427-2251**
Fax: 780-427-1349
E-mail: premier@gov.ab.ca
Website:
http://alberta.ca/premierscrolls.cfm

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General information

Birth, marriage and death certificates

If you require a birth, marriage or death certificate, you may apply through a registry agent. You will be required to present identification and prove you are eligible to make the application.

For a list of registry agents in your area, refer to your Yellow Pages under *License and Registry Services* or telephone:
Edmonton: **780-427-7013**
In all other areas, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.
Website: **www.servicealberta.ca**

Lawyer referral service

If you can afford to pay for a lawyer, but do not know of one who can help you, the Lawyer Referral Service of the Law Society of Alberta can provide you with the names of three lawyers. You receive the first half hour of discussion free of charge. During that time, you can discuss fees and decide whether you want to use the lawyer you have contacted.

For information, contact:
Lawyer Referral Service Office
Toll-free: **1-800-661-1095**
Calgary: **403-228-1722**

Local information and referral centres

Many communities have local seniors' information centres.

Calgary

Kerby Centre
1133 7 Avenue SW
Calgary, AB T2P 1B2
Phone: **403-265-0661**
Fax: 403-705-3211
E-mail: info@kerbycentre.com
Website: **www.kerbycentre.com**

Calgary Seniors' Resource Society
3639 26 Street NE
Calgary, AB T1Y 5E1
Phone: **403-266-6200**
Fax: 403-269-5183
Website: **www.calgaryseniors.org**

Camrose

Service Options for Seniors
102, 4909A 48 Street
Camrose, AB T4V 1L7
Phone: **780-672-4131**
Fax: 780-679-0194
Toll free: **1-866-672-4131**
E-mail: donna@camroseseniorsinfo.ca
Website: **www.camroseseniorsinfo.ca**

Continued next page...

Edmonton

SAGE — Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5
Phone: **780-423-5510**
Fax: 780-426-5175
E-mail: info@Mysage.ca
Website: **www.mysage.ca**

The Support Network — Edmonton's Crisis and Information Centre
400, 10025 106 Street NW
Edmonton, AB T5J 1G4
Phone: **211** or **780-482-INFO (4636)**
Fax: 780-488-1495
Website: **www.thesupportnetwork.com**

Grande Prairie

Grande Prairie and Area Council on Aging Seniors Outreach
102, 9905 101 Avenue
Grande Prairie, AB T8V 0X7
Phone: **780-539-6255**
Fax: 780-538-1115
Website: **www.gpcouncilonaging.com**

Lacombe

Family and Community Support Services
201, 5214 50 Avenue
Lacombe, AB T4L 0B6
Phone: **403-782-6637**
Fax: 403-782-6639
Website: **www.lacombefcss.net**

Lethbridge

Lethbridge Senior Citizens Organization
500 11 Street S
Lethbridge, AB T1J 4G7
Phone: **403-320-2222**
Fax: 403-320-2762
Website: **www.lethseniors.com**

Nord-Bridge Senior Citizens Association
1904 13 Avenue N
Lethbridge, AB T1H 4W9
Phone: **403-329-3222**
Fax: 403-329-8824
E-mail: friendly@nordbridgeseniors.com
Website: **www.nordbridgeseniors.com**

Medicine Hat

Strathcona Centre
1150 5 Street SE
Medicine Hat, AB T1A 8C7
Phone: **403-529-8307**
Fax: 403-529-8369

Veiner Centre
225 Woodman Avenue SE
Medicine Hat, AB T1A 3H2
Phone: **403-529-8383**
Fax: 403-529-8382
Email: veiner@medicinehat.ca
Website: **www.medicinehat.ca/veiner**

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Red Deer

Golden Circle Senior Resource Centre
4620 47A Avenue
Red Deer, AB T4N 6C3
Phone: **403-343-6074**
Fax: 403-343-7977
E-mail: info@goldencircle.ca
Website: **www.goldencircle.ca**

Sherwood Park

Strathcona County Seniors Referral & Information Line
100 Ordze Avenue
Sherwood Park, AB T8B 1M6
Phone: **780-464-4265**
Fax: 780-449-1354
E-mail: info@ivcstrathcona.org
Website: **www.ivcstrathcona.org**

St. Albert

St. Albert Senior Citizens' Club
7 Tache Street
St. Albert, AB T8N 2S3
Phone: **780-459-0433**
Fax: 780-459-9588
E-mail: info@stalbertseniorsclub.org
Website: **www.stalbertseniorsclub.org**

Wainwright

Wainwright & District Support Services
902 5 Avenue
Wainwright, AB T9W 1C7
Phone: **780-842-2555**
Fax: 780-842-5783
Website: **www.wdfcs.ca**

Contact information for many local seniors centres can be found in the *Directory of Seniors' Centres in Alberta*. This publication is available on the website at **www.seniors.ab.ca.**

Taxes

General information

Most types of income are taxable (including amounts paid to deceased individuals). Seniors may qualify for several federal and/or provincial tax credits within the tax system. Seniors eligible for the disability tax credit may also be eligible to claim additional medical expenses such as certain attendant care expenses. For more specific information for seniors on taxes, visit the Canada Revenue Agency website at **http://www.cra-arc.gc.ca/seniors/** or phone the general inquiry line at **1-800-959-8281**.

GST credit

The Goods and Services Tax (GST) Credit is designed to offset the cost of the GST for individuals and families up to a certain income level.

To apply, you must file a tax return and complete the GST information section. If you are eligible, you will receive payments on the 5th of July, October, January and April. The credit is based on your net family income and if eligible, is paid to either you or your spouse/common law spouse, but not both.

Continued next page...

For information about the GST Credit, contact the Canada Revenue Agency at:

Toll-free: **1-800-959-1953**
Website: **www.cra.gc.ca**

Veterans

Veterans Affairs Canada

Canada offers a range of services and benefits to qualified veterans and certain civilians, as well as their dependants or survivors. Veterans Affairs Canada provides disability pensions for service related injuries and economic support allowances. Additional benefits in the areas of health care, home help services, funeral and burial assistance, and commemoration are also available.

For more information, contact:

Calgary
Veterans Affairs Canada
Bantrel Tower
700-6 Avenue SW
Calgary T2P 0T8

Edmonton
Veterans Affairs Canada
940 Canada Place
9700 Jasper Avenue NW
Edmonton, AB T5J 4C3

Toll-free: **1-866-522-2122**
Website: **www.veterans.gc.ca**

Last Post Fund

The Last Post Fund is dedicated to ensuring that no war veteran, military disability pensioner or civilian who meets wartime service eligibility criteria is denied a dignified funeral and burial due to lack of sufficient funds. The Last Post Fund also provides headstones for war veteran graves that have been unmarked for more than five years.

For more information, contact:

Last Post Fund
401-505 René-Lévesque W
Montreal QC H2Z 1Y7
Toll-free: **1-888-465-7113**
Website: **www.lastpostfund.ca**

Power of Attorney

Granting Power of Attorney gives another individual (called your attorney) the power to make decisions and act on your behalf. Power of Attorney is voluntary and limited to matters of property and finance. It does not allow someone to make personal or health decisions on your behalf. For information on guardianship or personal directives, see pages 15-18.

Limited versus general Power of Attorney

A *limited* Power of Attorney gives your attorney the power to handle certain financial affairs only; for example, your affairs at a particular bank.

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A *general* Power of Attorney gives your attorney the power to handle all financial affairs, including applying for and administering federal and provincial benefits.

Power of Attorney/Enduring Power of Attorney

The following is a brief description of the differences between a Power of Attorney and an Enduring Power of Attorney. For more detailed information, visit the Alberta Justice and Attorney General website at **http://justice.alberta.ca**, and refer to Financial property protection and administration.

Power of Attorney

- you must be mentally competent to appoint an attorney;
- it takes effect immediately; and
- ends if you become mentally incapable of managing your affairs.

Enduring Power of Attorney

- specifically states that the Power of Attorney remains in effect should you become mentally incapable of managing your affairs; and
- can contain conditions, such as requiring a written statement from a physician indicating that a specific event has occurred.

Although not mandatory, you may wish to consult a lawyer for assistance in drafting your Power of Attorney document.

Funeral planning

Saying Farewell: A guide to assist you through the death and dying process is a booklet which provides information on funeral planning, who to contact when someone dies and settling affairs. To obtain a copy, contact:

Alberta Supports Contact Centre
Edmonton: **780-644-9992**
Toll-free: **1-877-644-9992**
or print your own copy at:
www.seniors.alberta.ca

Information on funeral planning is also available through the Alberta Funeral Service Association. For more information, contact:

Alberta Funeral Service Association
Phone: **403-342-2460**
Fax: 403-342-2495
Website: **www.afsa.ca**

Alberta Funeral Services Regulatory Board

The Alberta Funeral Services Regulatory Board licenses and investigates complaints about funeral businesses, funeral directors, embalmers and funeral salespeople. They also have information on funeral planning and prearranging a funeral in Alberta.

Continued next page...

For more information, contact:

Alberta Funeral Services Regulatory Board
11810 Kingsway Avenue NW
Edmonton, AB T5G 0X5
Phone: **1-800-563-4652**
Fax: 780-452-6085
E-mail: afsrb@telusplanet.net
Website: **www.afsrb.ab.ca**

Last will and testament

A will is a written document that allows you to set out how your property is to be distributed after you die. A will allows you to name a person to act as your executor after your death and to make certain that your property is distributed according to your wishes. A will does not have any legal force or effect until after you die.

There are three different types of wills:

- formal will: prepared for you by a lawyer;
- holograph will: prepared by you and done in your handwriting; and
- will kit: forms obtained from stationery stores that you complete yourself.

If you require a lawyer or would like more information on wills or executors, contact the Lawyer Referral Service at **1-800-661-1095**. See page 43 for more information.

What happens if you die without a will?

If you die without a will, your property will be distributed according to the provisions of the *Intestate Succession* Act. Information about this act is available in the *Saying Farewell* handbook.

To request a copy of *Saying Farewell*, contact:

Alberta Supports Contact Centre
Edmonton: **780-644-9992**
Toll-free: **1-877-644-9992**

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Recreation and leisure

Alberta 55 Plus Winter and Summer Games

This association promotes, develops and organizes activities leading to the Alberta 55 Plus Winter and Summer Games and the qualifiers for the Canada Senior Games. Participants take part in playoffs in eight zones across the province to qualify for the games, which are held every two years. Membership fees apply. For information, contact:

Alberta 55 Plus
Percy Page Centre
11759 Groat Road
Edmonton, AB T5M 3K6
Phone: **403-803-9852**
Fax: 403-800-5599
E-mail: info@alberta55plus.ca
Website: **www.alberta55plus.ca**

Historic sites and cultural facilities

An admission discount is provided to all seniors visiting Alberta's heritage facilities. A free guide outlining Alberta's museums and historic sites is available by calling **1-800-252 3782**. For more information, contact:

Culture and Tourism
Heritage and Museums
Edmonton: **780-431-2300**
Website: **www.history.alberta.ca**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Provincial parks

Some provincial parks and recreation areas offer camping fee discounts to Albertans 65 years of age or older. For more information or to request the *Explore Alberta Parks* magazine contact:

Parks Information
Toll-free: **1-866-427-3582**
Website: **www.albertaparks.ca**

Fishing licences

Fishing licenses are not required if you are 65 or over and a resident of Alberta. You must carry proof of your age and you must comply with all sport fishing regulations.

Note: This policy does not apply to fishing in national parks in Alberta.

Continued next page...

For more information, contact:

Alberta Environment and Parks
Edmonton: **780-944-0313**
Toll-free: **1-877-944-0313**
Website:
http://esrd.alberta.ca/fish-wildlife/default.aspx

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

Seniors' View of the Alberta Legislature

The Seniors' View offers guided tours for groups of seniors, along with the opportunity to attend Question Period in the Legislative Assembly and participate in mock legislature debates. For more information, contact:

Seniors' View
Visitor Services, Pedway Mall
Edmonton: **780-427-7362**
Fax: 780-427-0980
Website: **www.assembly.ab.ca/visitor**

In all other areas of the province, call the **Government of Alberta Contact Centre** at **310-0000** to be connected toll-free.

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Quick reference list

Accommodation Standards Complaint Line
Toll-free..... 1-888-357-9339

Alberta Aids to Daily Living
Toll-free anywhere in Alberta 1-877-644-9992
Edmonton..... 780-644-9992

Alberta Blue Cross™
Toll-free..... 1-800-661-6995

Alberta Health Services
Dial 811
Toll-free.....1-800-408-5465 (LINK)
Long/Short-Term Care
Meals on Wheels
Mental Health Services
Home Care Services
Public Health Services
Day Support Programs

Alberta Health
Alberta Health Care Insurance Plan
Call 310-0000 to be connected toll-free 780-427-1432

Alberta Registries (Vital Statistics)
Call 310-0000 to be connected toll-free 780-427-7013

Alberta Seniors Benefit Program
Toll-free..... 1-877-644-9992
Edmonton..... 780-644-9992

Alberta Supports Contact Centre
Toll-free..... 1-877-644-9992
Edmonton..... 780-644-9992

Assured Income for the Severely Handicapped (AISH)
Toll-free..... 1-866-477-8589
Edmonton..... 780-644-1364

Canada Revenue Agency Community Volunteer Income Tax Program
Toll-free..... 1-800-959-8281
TTY..... 1-800-665-0354

Service Alberta Contact Centre
Toll-free..... 1-877-427-4088

Dental Assistance for Seniors Program
Toll-free..... 1-877-644-9992
Edmonton..... 780-644-9992

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Elder Abuse

Calgary Kerby Rotary Shelter
(24 hr)..... 403-705-3250
Edmonton Seniors Abuse Help Line
(24 hr)..... 780-454-8888
Grande Prairie-Seniors Outreach
..... 780-539-6255
Lethbridge Elder Abuse Response Network..... 403-394-0306
Medicine Hat CRANE
(24 hr)..... 403-529-4798
Red Deer Helping Elder Abuse Reduction (H.E.A.R.) 403-346-6076
or toll free 1-877-454-2580

Family and Community Support Services

For information, contact the Family and Community Support Services office listed in your local telephone directory.

Geriatric Assessment and Rehabilitation Programs

Contact Alberta Health Services.
Please see page 29.

Government of Alberta Contact Centre

Toll-free.....310-0000

GST Credit

Toll-free..... 1-800-959-1953

Handicapped parking placard

Call 310-0000 to be connected
Toll-free..... 780-427-7013

Health Link Alberta

Dial 811
Toll-free..... 1-866-408-5465

Housing programs

Seniors Lodge Program
Edmonton..... 780-422-0122

Seniors Self-Contained Housing Program..... 780-422-0122

Residential Access Modification Program
Toll-free anywhere in Alberta 1-877-427-5760

Housing registries

Calgary
Kerby Centre..... 403-705-3230

Edmonton
Edmonton Aboriginal Senior Centre..... 780-476-6595
SAGE — Seniors Association of Greater Edmonton..... 780-423-5510

Income Support Program for Non-Seniors

Alberta Supports Contact Centre
Toll-free..... 1-877-644-9992
Edmonton..... 780-644-9992

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Landlord and tenant information and consumer information
Toll-free 1-877-427-4088

Money Mentors
Toll Free 1-888-294-0076

Office of the Public Guardian and Trustee
Calgary 403-297-3364
Edmonton 780-427-0017
Grande Prairie 780-833-4319
Lethbridge 403-381-5648
Lloydminster 780-871-6490
Medicine Hat 403-529-3744
Red Deer 403-340-5165
St. Paul 780-645-6278

Optical Assistance for Seniors
Toll-free 1-877-644-9992
Edmonton 780-644-9992

Protection for Persons in Care Act
Toll-free 1-888-357-9339

Provincial Parks
Toll-free 1-866-427-3582

Seniors Advisory Council for Alberta
Call 310-0000 to be connected
Toll-free 780-422-2321

Service Canada Call Centre (Government of Canada)
Old Age Security
Guaranteed Income Supplement/Allowance
Canada Pension Plan
English 1-800-277-9914
French 1-800-277-9915
TTY 1-800-255-4786

Special Needs Assistance for Seniors Program
Toll-free 1-877-644-9992
Edmonton 780-644-9992

Veterans Affairs
Toll-free 1-866-522-2122

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Alberta Supports Contact Centre

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Seniors Programs and Services Information Guide

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